

## **Element Performance Inspection (EPI) Data Collection Tool**

### **2.1.2 Content Consistency Across Manuals (AW)**

#### ***ELEMENT SUMMARY INFORMATION***

**Purpose of This Element** (Certificate Holder's responsibility):

- To ensure the Certificate Holders' current manual used for guidance of flight, ground operations and management personnel is consistent in its contents across manuals for conducting operations.

**Objective** (FAA oversight responsibility):

- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Content Consistency Across Manual process.
- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Content Consistency Across Manual process.

**Specific Instructions:**

- To accomplish this EPI, the inspector shall accomplish a review of an Air Carrier's manuals for content and consistency. The inspector shall compare various manuals or sections of manuals to determine policies and procedures in one manual/section do not conflict with the policies and procedures in another manual/section.

#### ***SUPPLEMENTAL INFORMATION***

**Specific Regulatory Requirement(s) (SRRs):**

- SRRs:
  - 119.43(b)
  - 119.43(b)(1)
  - 119.43(b)(2)
  - 119.43(c)
  - 119.65(e)(1)
  - 119.65(e)(2)
  - 119.65(e)(3)
  - 121.133(a)
  - 121.133(b)
  - 121.135(a)(1)

121.135(a)(2)  
121.135(a)(3)  
121.135(a)(4)  
121.135(b)(1)  
121.135(b)(11)  
121.135(b)(16)  
121.135(b)(17)  
121.135(b)(18)  
121.135(b)(19)  
121.135(b)(2)  
121.135(b)(20)  
121.135(b)(22)  
121.135(b)(23)  
121.135(b)(23)(i)  
121.135(b)(23)(ii)  
121.135(b)(23)(iii)  
121.135(b)(24)  
121.135(b)(3)  
121.135(b)(5)  
121.135(c)  
121.141(a)  
121.141(b)  
121.198(f)  
121.360(b)(1)(i)  
121.360(b)(1)(ii)  
121.360(b)(1)(iii)  
121.360(b)(1)(iv)  
121.360(b)(2)  
121.360(c)  
121.360(d)  
121.369(a)  
121.369(b)  
121.369(b)(1)  
121.369(b)(2)  
121.369(b)(3)  
121.369(b)(4)  
121.369(b)(5)  
121.369(b)(6)  
121.369(b)(7)  
121.369(b)(8)  
121.369(b)(9)  
121.369(c)  
121.369(c)(1)  
121.369(c)(2)  
121.369(c)(3)  
121.628

**Related CFR(s) & FAA Policy/Guidance:**

- Related CFRs:

- FAA Policy/Guidance:  
HBAW 02-01A

**EPI SECTION 1 – PERFORMANCE OBSERVABLES**

**Objective:** (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Content Consistency Across Manuals.

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review information listed in the Supplemental Information section of this data collection tool.
- 2 Review the policies, procedures, instructions and information for the Content Consistency Across Manuals process contained in the Certificate Holder's manual.
- 3 Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.
- 4 Observe the Content Consistency Across Manuals process to gain an understanding of the procedures, instructions and/or information contained in the Certificate Holder's manual.
- 5 Discuss the Content Consistency Across Manuals process with the personnel (other than management) that perform the duties and responsibilities required by the process.

**Questions**

To meet this objective, the inspector must answer the following questions:

- 1 Were the following Performance Measures met:
 

1.1 Does the Certificate Holder review the manual at their various locations of operation to ensure the contents are consistent for those personnel concerned to perform their duties and responsibilities with a high degree of safety?  <i>Related performance JTIs:</i> <ul style="list-style-type: none"> <li>• Check at the air carrier specified location that the contents of the manual allows personnel to perform their duties and responsibilities with a high degree of safety in accordance with the Certificate Holder's design.</li> </ul> <i>Sources: 121.135(a)(1)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2 Does the Certificate Holder identify conflicting, inadequate or incomplete policies, procedures, methods, information and instructions in the manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2 Were the Certificate Holder's policies, procedures, instructions and information contained in its manual for the Content Consistency Across Manual process followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3 Were the Content Consistency Across Manual process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4 Did the records for the Content Consistency Across Manual process comply with the instructions provided in the Certificate Holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5 Were the process measurements for the Content Consistency Across Manual process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6 Did personnel properly handle the associated interfaces by complying	<input type="checkbox"/> Yes

with other written policies, procedures, instructions and/or information that are interrelated with this element?	<input type="checkbox"/> No, Explain
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<b><i>EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu</i></b>
1. Personnel.
2. Tools and Equipment.
3. Technical Data.
4. Procedures, policies or instructions or information.
5. Materials.
6. Facilities.
7. Controls.
8. Process Measures.
9. Interfaces.
10. Desired Outcome.
11. Other.

## **EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES**

**Objective:** To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Content Consistency Across Manuals is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

### **Tasks**

To meet this objective, the inspector will accomplish the following tasks:

1 Identify the person who has overall responsibility for the Content Consistency Across Manuals process.

2 Identify the person who has overall authority for the Content Consistency Across Manuals process.

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6 below. Answer questions 2.1 & 2.2 below, and provide the name/title.

3 Review the duties and responsibilities for those who manage the Content Consistency Across Manuals process documented in the Certificate Holder's manual

4 Review the appropriate organizational chart.

5 Discuss the Content Consistency Across Manuals process with the management personnel identified in Tasks 1 and 2.

6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

### **Questions**

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed in the Content Consistency Across Manuals process:

2.1 Is there a clearly identified person who is responsible for the quality of the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's procedures, policies or instructions and information for the Content Consistency Across Manual process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.3 Does the responsible person know that he/she has responsibility for the Content Consistency Across Manual process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority know that he/she has authority for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Content Consistency Across Manuals process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

2.6 Does the person with authority to establish and modify the Content Consistency Across Manuals process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Content Consistency Across Manual process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Content Consistency Across Manual process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Content Consistency Across Manual process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable



<b><i>EPI SECTION 2 – MANAGEMENT RESPONSIBILITY &amp; AUTHORITY OBSERVABLES –Drop Down Menu</i></b>	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	